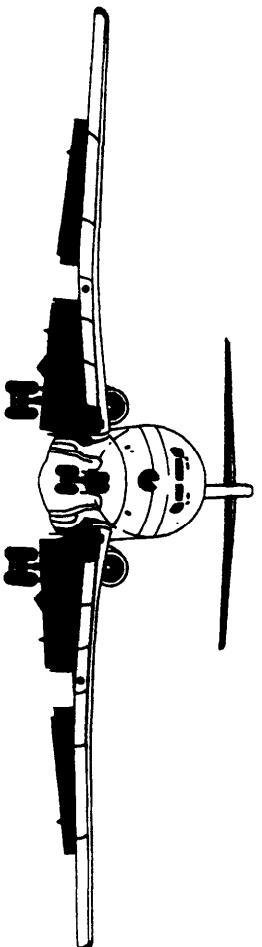




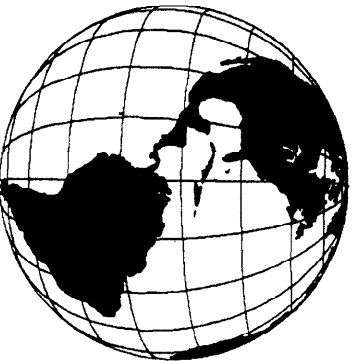
U.S. Department  
of Transportation



# Air Travel Consumer Report

**Issued: NOVEMBER 2000**  
Includes data for the following periods:

Flight Delays	September 2000 12 Months Ending September 2000
Mishandled Baggage	September 2000 January-September 2000
Oversales	2 <sup>nd</sup> Quarter 2000 January-June 2000
Consumer Complaints (Includes Disability Complaints)	September 2000 January-September 2000



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**Office of Aviation Enforcement and Proceedings**  
<http://www.dot.gov/airconsumer/>

118945

## **INTRODUCTION**

The *Air Travel Consumer Report* is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings. The report is designed to assist consumers with information on the quality of services provided by the airlines.

The report is divided into four sections. These sections deal with flight delays, mishandled baggage, oversales and consumer complaints. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

The report normally is released by the end of the first week of each month. The report is available via the Internet at <http://www.dot.gov/airconsumer/>

### **NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA**

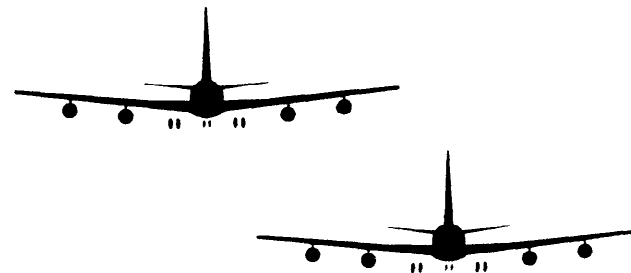
**Flight delays can be caused by a variety of factors, for example: severe weather, aircraft maintenance, runway closures, customer service issues, air traffic control system decisions and equipment failures. The data on which this report is based do not identify the cause, only the occurrence, of flight delays.**



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## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as required by 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the largest U.S. air carriers, i.e., those with at least one percent of total domestic scheduled-service passenger revenues. These 10 airlines account for more than 90 percent of domestic operating revenues.

The rule requires carriers to currently report on operations to and from the 29 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all 10 airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

A flight is counted as "on time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems. All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times. Cancelled and diverted operations are counted as late.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 10 reporting air carriers, 4 (American, Northwest, United and US Airways) use ACARS exclusively; 3 (Alaska, America West and Southwest) rely solely on their pilots, gate agents and/or ground crews to record arrival times manually; and 3 (Continental, Delta and TWA) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 29 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 29 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for codes). Beginning with the February 1988 report, Table 1A shows carrier rankings by month and time-series data on the percentage of flight operations that arrived on time.

Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage of late operations are listed first in Table 5; where percentages are identical, flights are listed alphabetically by carrier code. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 3, 4, and 5 contain information on the time of day that a flight operated. All times are local. A 10:50 a.m. departure from Atlanta is 10:50 a.m. Atlanta time; if that flight arrived in Dallas at 11:45 a.m., that is 11:45 a.m. Dallas time. If a flight's scheduled operating time changed during the month, Table 5 shows the time that was in effect for the last flight operation performed that month.

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system.

This report provides summary information; except for the few flights listed in Table 5, it does not show the on-time record of individual flights. A printout showing the performance of each specific flight reported to DOT is available for inspection in the Reports Reference Room (room 4201) of the Office of Airline Information at DOT's headquarters in Washington, D.C. The on-time performance for individual markets and flights can be searched at <http://www.bts.gov/ntda/oai/search.html>. Computer tapes containing data for all reported flight operations are available for purchase from the Transportation Systems Center in Cambridge, Massachusetts. The Department cannot respond to inquiries about the performance of individual flights.

However, information on the performance of specific flights is displayed on the Computerized Reservations Systems used by most airlines and travel agencies. Each of the reporting carriers' flights has a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.

SEPTEMBER 2000

## AIR TRAVEL CONSUMER REPORT

TABLE 1. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME  
BY CARRIER \*

CARRIER A/ -----	AT 29 REPORTABLE AIRPORTS B/ -----		AT ALL REPORTED AIRPORTS C/ -----	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----
TRANS WORLD S/	29	85.2	76	85.5
NORTHWEST S/	29	81.3	114	81.8
SOUTHWEST S/	14	81.0	57	81.7
CONTINENTAL S/	28	78.5	79	79.5
DELTA S/	29	77.4	111	78.1
AMERICAN S/	29	77.6	93	78.1
ALASKA S/	8	78.0	36	76.7
AMERICA WEST S/	25	75.9	52	75.6
US AIRWAYS S/	25	74.9	89	75.1
UNITED S/	29	71.6	96	71.8
T O T A L		77.3		78.1

For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. The list of carriers appearing on this page is consistent with those carriers that appear in the "Mishandled Baggage," "Oversales" and "Consumer Complaints" sections of the Air Travel Consumer Report.

## NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

Flight delays can be caused by a variety of factors, for example: severe weather, aircraft maintenance, runway closures, customer service issues, air traffic control system decisions and equipment failures. The data on which this report is based do not identify the cause, only the occurrence, of flight delays.

## SEPTEMBER 2000

## AIR TRAVEL CONSUMER REPORT

TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME AND CARRIER RANK, BY MONTH, QUARTER, AND DATABASE TO DATE

CARRIER	4TH QUARTER 10-12 1999			1ST QUARTER 01-03 2000			2ND QUARTER 04-06 2000			3RD QUARTER 07-09 2000			07 2000			08 2000			09 2000			12 MONTHS ENDING 09 2000			DATA BASE TO DATE 09 1987 - 09 2000		
	%	RANK		%	RANK		%	RANK		%	RANK		%	RANK		%	RANK		%	RANK		%	RANK		%	RANK	
ALASKA	69.7	(9)		66.5	(9)		70.9	(7)		70.2	(8)		64.8	(8)		69.6	(7)		76.7	(7)		69.3	(8)		76.6	(9)	
AMERICA WEST	69.2	(10)		64.7	(10)		66.6	(9)		66.4	(9)		64.4	(9)		59.5	(9)		75.6	(8)		66.7	(9)		78.8	(4)	
AMERICAN	80.7	(3)		75.2	(6)		71.6	(6)		75.3	(6)		73.9	(6)		73.9	(6)		78.1	(6)		75.7	(6)		79.1	(3)	
CONTINENTAL	79.8	(5)		77.7	(3)		76.9	(3)		79.1	(2)		80.1	(1)		77.7	(2)		79.5	(4)		78.4	(3)		78.3	(5)	
DELTA	80.6	(4)		77.4	(4)		78.0	(2)		77.2	(5)		76.1	(4)		77.3	(3)		78.1	(5)		78.3	(4)		77.6	(8)	
NORTHWEST	84.9	(2)		79.4	(2)		78.3	(1)		79.6	(1)		77.9	(3)		79.2	(1)		81.8	(2)		80.5	(1)		79.9	(2)	
SOUTHWEST	79.8	(6)		76.0	(5)		75.6	(4)		78.8	(3)		78.5	(2)		76.2	(5)		81.7	(3)		77.5	(5)		82.8	(1)	
TRANS WORLD	87.2	(1)		81.1	(1)		74.4	(5)		78.7	(4)		74.4	(5)		76.7	(4)		85.5	(1)		80.4	(2)		77.9	(7)	
UNITED	79.5	(7)		70.8	(8)		56.8	(10)		51.6	(10)		41.7	(10)		42.7	(10)		71.8	(10)		64.6	(10)		75.5	(10)	
US AIRWAYS	76.9	(8)		74.3	(7)		70.7	(8)		70.9	(7)		70.5	(7)		67.3	(8)		75.1	(9)		73.2	(7)		78.2	(6)	
TOTAL	79.8			75.2			72.0			72.7			70.3			70.0			78.1			74.9			78.5		

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## AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/  
BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

CARRIER	ARRIVAL AIRPORT													
	ATL		BOS		BWI		CLT		CVG		DCA		DEN	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	683	70.6	1429	72.1	327	80.4	209	82.8	89	78.7	929	80.0	729	81.9
AS	H/		H/		H/		H/		H/		H/		H/	
CO	553	70.5	711	73.6	280	83.9	132	78.8	H/		602	82.2	357	81.8
DL	18072	73.9	2141	74.5	376	83.2	260	78.5	5595	84.2	1302	75.0	594	80.5
HP	142	67.6	206	67.0	176	65.9	H/		H/		62	82.3	208	74.0
NW	570	71.2	577	66.7	382	77.5	253	80.2	26	69.2	576	80.4	347	81.3
TW	196	71.9	256	80.5	179	88.3	132	84.8	25	100.0	217	89.4	173	82.1
UA	563	63.1	1224	71.0	357	69.7	167	72.5	169	70.4	431	71.5	8534	77.6
US	607	64.1	2809	71.9	2403	80.5	9896	81.1	H/		3041	82.6	300	80.0
WN	H/		H/		3239	84.3	H/		H/		H/		H/	
TOTAL	21386	73.0	9353	72.4	7719	81.5	11049	80.9	5904	83.7	7160	80.2	11242	78.4

CARRIER	ARRIVAL AIRPORT													
	DFW		DTW		EWR		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	14092	85.8	440	76.8	872	72.8	561	80.9	1051	78.5	735	80.1	3558	76.7
AS	H/		H/		H/		H/		H/		292	76.0	743	74.3
CO	544	80.1	296	82.1	5817	77.7	8260	82.4	44	95.5	457	82.1	665	75.6
DL	3658	84.1	325	78.2	1002	73.7	262	70.6	1045	78.2	810	86.9	1401	76.7
HP	195	69.7	143	65.0	264	61.7	177	66.1	239	43.9	2535	75.3	756	70.1
NW	418	82.8	9874	84.5	578	73.4	397	83.1	146	71.9	358	77.1	623	78.5
TW	279	84.2	172	78.5	194	74.7	114	82.5	784	84.7	150	80.7	411	81.0
UA	597	72.9	348	75.6	844	67.4	415	64.1	506	74.9	1148	72.6	5356	70.2
US	330	77.0	347	74.1	460	72.8	330	75.2	H/		245	75.9	524	72.9
WN	H/		556	80.8	H/		181	76.2	H/		4562	82.2	3532	72.6
TOTAL	20113	84.6	12501	83.0	10031	75.0	10697	80.7	3815	77.0	11292	79.4	17569	73.5

SEPTEMBER 2000

## AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/  
BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

CARRIER	ARRIVAL AIRPORT													
	LGA		MCO		MIA		MSP		ORD		PDX		PHL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1626	31.5	653	82.5	3129	75.3	516	76.7	8886	74.5	236	83.1	664	68.4
AS	H/		H/		H/		H/		30	93.3	1323	87.5	H/	
CO	407	31.0	492	75.0	349	77.9	265	85.7	554	68.1	116	68.1	230	75.7
DL	2138	56.3	2591	78.9	447	77.2	352	81.0	773	73.4	593	87.0	667	74.2
HP	H/		60	75.0	60	76.7	117	60.7	206	56.3	202	80.2	147	66.0
NW	585	30.1	424	69.3	228	73.2	9499	86.6	776	76.5	180	80.6	461	66.6
TW	252	42.5	359	89.7	212	89.6	269	84.4	300	74.3	149	81.9	167	74.9
UA	890	39.2	577	74.4	510	62.9	588	74.0	11964	74.4	964	73.9	762	65.6
US	3099	44.9	1562	72.8	412	78.4	240	82.5	635	66.3	H/		7023	72.0
WN	H/		1328	86.0	H/		H/		H/		919	81.5	H/	
TOTAL	8997	43.0	8046	78.6	5347	75.2	11846	85.0	24124	74.0	4682	82.0	10121	71.2

CARRIER	ARRIVAL AIRPORT													
	PHX		PIT		SAN		SEA		SFO		SLC		STL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	674	85.6	90	83.3	699	82.3	662	79.6	1276	73.0	180	76.1	427	78.0
AS	228	74.1	H/		351	80.1	3621	75.9	503	74.4	H/		H/	
CO	341	83.6	80	90.0	262	82.8	324	74.7	496	77.0	90	65.6	103	80.6
DL	674	83.4	263	76.8	475	80.2	569	79.4	743	77.7	4457	85.4	234	67.9
HP	6525	82.5	H/		353	73.7	209	65.1	322	60.6	180	73.3	59	64.4
NW	270	77.0	146	76.7	239	83.7	501	71.3	439	75.6	90	72.2	324	82.4
TW	175	80.6	163	89.0	123	87.8	177	73.4	236	74.6	89	74.2	9657	88.1
UA	1028	67.9	173	61.3	914	69.5	1427	67.7	6012	68.0	567	69.8	234	72.2
US	300	80.0	7933	79.8	240	79.2	270	77.4	443	72.9	H/		270	73.7
WN	5099	82.0	H/		2283	82.1	1088	82.5	416	74.8	1048	81.4	2379	80.1
TOTAL	15314	81.3	8848	79.6	5939	79.5	8848	75.3	10886	70.6	6701	82.3	13687	85.2



SEPTEMBER 2000

## AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/  
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	91.7	93.6	96.7	93.5	94.4	96.2	91.4	93.6	86.2	94.8	93.1	86.5	92.1	93.2	90.7	95.2
700 - 759 AM	88.5	89.4	94.5	93.4	92.0	93.6	94.0	92.5	87.7	91.7	93.5	87.2	94.1	91.0	90.4	92.7
800 - 859 AM	88.7	90.9	90.9	90.8	86.9	93.7	89.2	90.3	88.8	86.8	93.3	92.0	90.5	85.2	89.0	93.2
900 - 959 AM	80.9	90.1	93.4	90.8	89.0	92.9	85.7	88.4	86.0	90.7	90.7	89.7	82.3	85.7	88.3	93.4
1000 - 1059 AM	84.6	93.5	90.4	88.9	91.6	92.6	82.2	87.3	82.9	89.3	90.0	91.5	80.0	77.9	81.5	89.1
1100 - 1159 AM	82.1	88.5	87.7	85.8	88.0	94.9	83.9	81.6	84.3	86.8	88.2	92.1	80.4	76.9	69.3	88.8
1200 - 1259 PM	83.1	86.7	86.2	88.8	88.3	93.0	80.6	85.2	86.5	88.4	89.2	79.1	79.1	77.8	69.2	84.8
100 - 159 PM	79.3	84.6	87.7	83.7	85.8	90.5	76.9	82.4	80.2	84.6	87.4	84.6	78.0	71.9	71.7	83.4
200 - 259 PM	75.1	87.1	83.3	76.6	84.3	89.1	77.9	79.4	82.7	86.3	85.3	93.3	73.5	73.6	65.8	85.4
300 - 359 PM	75.7	80.8	75.9	76.4	89.5	87.4	78.8	81.6	76.6	77.6	77.3	85.4	77.1	78.9	58.1	77.2
400 - 459 PM	65.0	78.3	78.4	73.6	83.9	79.7	77.2	76.9	75.4	71.5	82.0	80.2	71.6	73.2	47.2	77.7
500 - 559 PM	66.4	70.9	73.7	73.7	72.9	84.1	70.1	79.4	78.9	70.4	75.2	80.5	70.1	72.9	45.8	73.9
600 - 659 PM	63.6	65.3	74.5	75.6	76.9	80.3	75.5	81.8	72.5	67.8	75.7	66.7	77.2	73.9	44.7	79.7
700 - 759 PM	68.0	66.3	71.0	74.0	80.9	83.9	71.4	79.7	69.3	66.8	73.0	78.8	72.5	73.9	38.1	77.2
800 - 859 PM	67.8	68.5	63.2	82.3	80.2	83.9	65.9	83.2	79.9	68.6	79.7	72.7	67.8	68.6	39.6	74.7
900 - 959 PM	72.3	74.1	68.2	76.9	84.4	86.6	75.5	81.9	73.0	65.2	77.9	79.7	70.1	66.3	45.8	81.4
1000 - 1059 PM	69.9	91.7	40.0	82.2	87.7	J/	51.5	86.8	75.9	70.8	92.0	93.3	78.1	77.5	79.2	91.4
1100 - 559 AM	71.9	96.4	93.1	80.0	J/	J/	90.0	95.0	86.2	88.9	J/	83.3	80.3	86.4	96.0	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	76.7	82.8	82.9	82.8	85.4	89.0	79.5	84.5	80.2	81.6	84.1	83.5	79.2	78.9	66.5	84.5

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT													
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	91.4	90.6	90.7	92.4	93.3	92.6	94.1	96.1	92.5	93.5	95.5	94.5	93.8	92.7
700 - 759 AM	87.7	88.0	89.9	91.6	88.6	87.5	89.6	94.6	88.2	89.8	95.3	93.0	94.5	90.9
800 - 859 AM	89.6	90.2	84.9	89.4	88.2	89.0	88.3	90.0	87.8	90.4	90.8	92.0	87.1	89.1
900 - 959 AM	91.8	89.5	83.4	83.8	83.5	79.9	85.8	92.7	83.2	89.2	86.8	92.5	88.3	87.2
1000 - 1059 AM	94.5	90.7	82.2	88.1	85.2	80.0	92.8	87.3	86.7	82.1	89.5	89.0	91.5	85.6
1100 - 1159 AM	83.3	86.7	77.8	85.2	90.5	80.8	84.3	82.2	80.5	72.8	91.0	85.9	86.5	83.3
1200 - 1259 PM	83.2	87.8	78.6	87.8	87.2	79.2	88.1	83.7	80.4	70.5	81.3	88.5	87.0	83.0
100 - 159 PM	77.0	85.5	79.2	85.3	79.3	82.3	82.6	82.7	77.1	76.7	85.7	84.5	83.1	81.1
200 - 259 PM	84.1	80.8	70.2	82.1	78.9	72.3	84.7	70.7	71.4	73.3	90.2	85.2	77.7	79.3
300 - 359 PM	70.8	77.6	70.3	84.1	73.3	73.6	83.0	79.2	75.8	73.1	78.9	81.9	86.8	77.0
400 - 459 PM	69.2	80.5	69.4	76.5	78.0	78.5	81.6	76.6	77.8	68.1	83.6	78.4	73.9	74.7
500 - 559 PM	73.7	81.7	66.8	83.3	68.4	77.8	75.6	67.7	75.3	70.0	86.8	80.2	74.1	73.3
600 - 659 PM	81.0	83.5	68.1	80.8	65.7	74.9	82.0	73.4	69.5	72.7	72.0	82.7	71.9	73.9
700 - 759 PM	77.4	84.5	65.5	77.5	62.1	73.3	90.0	72.3	67.8	69.3	80.2	80.5	71.8	71.0
800 - 859 PM	72.1	80.9	70.7	79.8	65.0	69.6	75.8	71.5	71.2	64.2	83.2	82.3	67.8	74.2
900 - 959 PM	J/	73.3	67.3	67.8	63.8	76.3	69.9	79.2	80.6	75.1	83.8	82.4	72.6	73.3
1000 - 1059 PM	J/	80.1	75.8	93.3	J/	78.0	81.8	93.9	84.0	79.5	87.2	81.3	78.6	80.3
1100 - 559 AM	87.5	78.0	83.3	93.3	78.6	93.1	86.2	94.8	90.7	87.5	93.1	73.2	96.3	83.1
TOTAL, ALL DEPARTURES, BY AIRPORT	80.8	84.3	76.2	85.7	76.9	79.8	82.9	83.6	80.9	79.0	86.6	85.3	82.9	80.9

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## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
US	766	GSP-LGA	1846	23	100.00	80	66
US	1876	CLT-LGA	1850	23	100.00	75	69
US	1107	RDU-LGA	1848	23	100.00	64	62
US	1639	SDF-LGA	1920	25	100.00	70	65
US	407	CMH-LGA	1650	25	100.00	67	46
US	464	ORF-LGA	1815	25	100.00	63	67
US	356	PIT-LGA	1610	30	100.00	72	49
AA	354	ORD-LGA	1700	29	96.55	79	68
US	2655	RSW-LGA	1515	27	96.30	77	69
US	938	CLT-LGA	1530	27	96.30	58	46
US	277	IND-LGA	1824	25	96.00	81	82
US	739	ORF-LGA	1430	25	96.00	74	54
UA	674	ORD-LGA	1800	25	96.00	63	49
US	1525	LGA-RDU	1630	25	96.00	61	52
UA	1242	IAD-LGA	1830	21	95.24	59	63
AA	362	ORD-LGA	1500	30	93.33	81	71
AA	1886	MIA-LGA	1645	30	93.33	73	61
US	798	PIT-LGA	1739	30	93.33	73	67
US	1048	PIT-LGA	1410	30	93.33	72	42
CO	1970	IAH-LGA	1328	30	93.33	66	45
US	1029	BUF-LGA	1630	30	93.33	64	59
NW	508	MSP-LGA	1310	30	93.33	50	48
US	2665	TPA-LGA	1715	27	92.59	66	61
US	2695	PBI-LGA	1255	27	92.59	56	43
AA	357	LGA-ORD	2000	26	92.31	79	52
NW	280	DTW-LGA	1905	25	92.00	77	76
UA	1565	LGA-IAD	1930	25	92.00	63	47
US	766	LGA-ROC	2120	25	92.00	63	53
AA	738	DFW-LGA	1440	25	92.00	62	45
US	316	LGA-RDU	2055	25	92.00	62	56
AA	350	ORD-LGA	1800	25	92.00	58	52
US	436	CLT-LGA	1510	25	92.00	52	36
AA	361	LGA-ORD	2100	24	91.67	75	71
US	1812	LGA-GSO	2055	23	91.30	71	62
TW	306	STL-LGA	1130	20	90.00	42	38
US	2702	FLL-LGA	1745	30	90.00	74	74
AA	358	ORD-LGA	1600	30	90.00	70	58
US	1812	BUF-LGA	1905	30	90.00	60	63
AA	1436	HOU-LGA	1335	30	90.00	57	50
NW	520	DTW-LGA	1500	30	90.00	54	54
UA	680	ORD-LGA	1500	29	89.66	63	50
US	472	ROC-LGA	1915	29	89.66	50	52
US	2726	LGA-FLL	2005	27	88.89	67	68
US	806	CLT-LGA	1900	27	88.89	63	66
US	236	CLT-LGA	1700	27	88.89	56	40

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## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
UA	671	LGA-ORD	1900	26	88.46	55	44
CO	1910	CLE-LGA	1440	26	88.46	49	39
US	990	GSO-LGA	1850	25	88.00	75	74
US	1470	LGA-IND	1625	25	88.00	63	69
AA	752	DFW-LGA	1645	25	88.00	53	54
US	366	RDU-LGA	1500	25	88.00	43	39
US	947	ROC-LGA	1409	25	88.00	40	31
US	949	CLT-LGA	1450	23	86.96	44	46
US	1689	PHL-LGA	2115	23	86.96	37	28
US	2984	JAX-LGA	1710	30	86.67	66	64
NW	515	LGA-MSP	1740	30	86.67	63	51
US	2660	MCO-LGA	1645	30	86.67	62	66
US	2997	LGA-TPA	2120	30	86.67	62	61
US	2996	LGA-TPA	1840	30	86.67	60	54
US	2667	LGA-MCO	2029	30	86.67	57	47
US	535	MSY-LGA	1148	30	86.67	55	43
UA	1020	IAD-LGA	1730	30	86.67	54	54
DL	492	MCO-LGA	1725	30	86.67	49	44
US	2980	TPA-LGA	1420	30	86.67	48	43
AA	349	LGA-ORD	1800	29	86.21	53	44
DL	742	ATL-LGA	1900	29	86.21	51	40
DL	1188	ATL-LGA	1630	28	85.71	66	52
US	443	LGA-CLT	1745	27	85.19	54	25
DL	615	LGA-ATL	1100	26	84.62	36	28
AA	353	LGA-ORD	1900	25	84.00	75	65
AA	940	MIA-LGA	1524	25	84.00	59	48
AA	1577	LGA-MIA	2100	25	84.00	57	38
US	1462	LGA-GSP	1558	25	84.00	54	56
US	708	IND-LGA	1317	25	84.00	53	39
US	274	LGA-SDF	1614	25	84.00	52	38
US	2152	RIC-LGA	1657	25	84.00	47	32
US	472	LGA-RIC	2102	25	84.00	46	40
CO	1832	IAH-LGA	1425	24	83.33	76	65
CO	1959	LGA-IAH	1759	24	83.33	71	59
CO	1904	CLE-LGA	1550	24	83.33	64	56
UA	673	LGA-ORD	1800	24	83.33	59	36
AA	341	LGA-ORD	1600	30	83.33	77	43
NW	70	DTW-LGA	1710	30	83.33	75	72
CO	1976	IAH-LGA	1600	30	83.33	68	53
AA	370	ORD-LGA	1300	30	83.33	62	46
UA	676	ORD-LGA	1700	30	83.33	61	45
AA	860	MIA-LGA	1727	30	83.33	56	59
NW	537	LGA-DTW	1955	30	83.33	53	37
CO	133	EWR-LAX	1755	30	83.33	52	40
AA	736	DFW-LGA	1406	30	83.33	49	47

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## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
US	2619	PBI-LGA	1840	30	83.33	49	53
US	2625	MCO-LGA	1247	30	83.33	47	43
US	2621	LGA-MCO	1630	30	83.33	45	32
AA	772	DFW-LGA	1855	30	83.33	36	31
NW	718	MSP-LGA	0725	30	83.33	35	27
US	1190	LGA-PIT	1945	29	82.76	59	56
DL	635	LGA-ATL	1900	29	82.76	53	43
UA	1716	IAD-LGA	1530	29	82.76	51	46
US	300	LGA-PIT	1830	23	82.61	60	50
US	960	LGA-CLT	1715	23	82.61	51	42
NW	269	LGA-DTW	1233	17	82.35	37	28
DL	643	LGA-ATL	2100	28	82.14	49	37
UA	694	ORD-LGA	0800	28	82.14	33	34
US	2691	LGA-MCO	1335	27	81.48	53	30
US	2693	LGA-PBI	1600	27	81.48	50	43
US	635	LGA-PIT	1820	27	81.48	47	32
US	2692	MCO-LGA	1950	27	81.48	46	34
US	816	LGA-BUF	1435	27	81.48	39	34
UA	1281	LGA-IAD	1730	21	80.95	38	46
CO	1906	CLE-LGA	1740	26	80.77	65	78
UA	682	ORD-LGA	1400	25	80.00	74	58
UA	678	ORD-LGA	1600	25	80.00	57	55
AA	791	LGA-DFW	1859	25	80.00	45	43
NW	109	LGA-MSP	1910	25	80.00	41	30
UA	1983	LGA-MIA	1950	25	80.00	41	38
US	1676	LGA-CMH	1425	25	80.00	38	31
AA	762	DFW-LGA	1849	25	80.00	37	40
US	947	LGA-ORF	1559	25	80.00	35	35
US	248	BUF-LGA	1320	25	80.00	33	34
AA	1737	LGA-MIA	1929	30	80.00	61	39
US	1155	CLT-LGA	1330	30	80.00	59	42
AA	742	DFW-LGA	1550	30	80.00	57	55
DL	648	ATL-LGA	1730	30	80.00	51	47
DL	792	FLL-LGA	1605	30	80.00	49	36
US	2703	LGA-FLL	1510	30	80.00	49	40
AA	346	ORD-LGA	1900	30	80.00	46	22
AA	1169	JFK-SJU	2015	30	80.00	40	30
AA	374	ORD-LGA	1200	30	80.00	36	31
US	2986	JAX-LGA	1210	30	80.00	36	22

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## AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS I/  
ARRIVING LATE 70% OF THE TIME OR MORE

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
US AIRWAYS	2131	91	4.3
AMERICAN	2075	51	2.5
UNITED	2151	29	1.3
NORTHWEST	1561	21	1.3
CONTINENTAL	1119	14	1.3
DELTA	2506	27	1.1
TRANS WORLD	749	4	0.5
ALASKA	429	2	0.5
AMERICA WEST	613	1	0.2
SOUTHWEST	2646	3	0.1
TOTAL	15,980	243	1.5

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## AIR TRAVEL CONSUMER REPORT

TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
AKRON/CANTON, OH. (CAK)	77.6	94.1	85	85	ERIE, PA. (ERI)	83.3	93.3	120	120
ALBANY, N.Y. (ALB)	76.6	85.6	1,234	1,234	EUGENE, OR. (EUG)	76.4	82.8	174	174
ALBUQUERQUE, N.M. (ABQ)	79.9	84.4	3,018	3,020	FAIRBANKS, AK. (FAI)	76.9	85.1	442	444
ALLENTOWN, PA. (ABE)	81.1	85.7	545	546	FARGO, N.D. (FAR)	81.9	89.3	149	149
AMARILLO, TX. (AMA)	75.3	87.6	388	388	FAYETTEVILLE, N.C. (FAY)	89.2	92.5	120	120
ANCHORAGE, AK. (ANC)	67.4	79.1	1,891	1,896	FLINT, MI. (FNT)	77.3	93.3	119	119
ASHEVILLE, N.C. (AVL)	87.0	95.9	123	123	FRESNO, CA. (FAT)	76.7	86.7	30	30
ATLANTA, GA. (ATL)	73.0	76.7	21,386	21,378	FT. LAUDERDALE, FL. (FLL)	77.7	82.1	4,055	4,057
AUGUSTA, GA. (AGS)	80.5	87.4	87	87	FT. MYERS, FL. (RSW)	75.5	83.1	1,061	1,060
AUSTIN, TX. (AUS)	80.8	86.5	3,517	3,545	FT. WAYNE, IN. (FWA)	90.0	93.3	30	30
BALTIMORE, MD. (BWI)	81.5	82.9	7,719	7,715	GRAND FORKS, N.D. (GFK)	80.0	90.7	85	86
BARROW, AK. (BRW)	84.9	83.7	86	86	GRAND RAPIDS, MI. (GRR)	78.3	86.9	636	636
BATON ROUGE, LA. (BTR)	87.1	86.8	341	341	GREAT FALLS, MT. (GTF)	82.4	89.5	210	210
BETHEL, AK. (BET)	76.7	76.7	86	86	GREEN BAY, WI. (GRB)	82.4	93.6	205	204
BILLINGS, MT. (BIL)	75.8	87.5	240	240	GREENBRIER, W.V. (LWB)	61.5	69.2	13	13
BINGHAMTON, N.Y. (BGM)	78.3	88.3	60	60	GREENSBORO/HIGH PT., N.C. (GSO)	75.9	82.4	1,280	1,283
BIRMINGHAM, AL. (BHM)	84.4	86.6	1,569	1,567	GREENVILLE/SPARTBG., S.C. (GSP)	75.8	77.9	557	560
BISMARCK, N.D. (BIS)	87.7	96.5	114	115	GULFPORT/BILOXI, MS. (GPT)	88.2	94.1	85	85
BOISE, ID. (BOI)	75.1	82.5	1,064	1,066	GUSTAVUS, AK. (GST)	77.8	77.8	9	9
BOSTON, MA. (BOS)	72.4	82.8	9,353	9,355	HARLINGEN, TX. (HRL)	79.1	84.9	344	344
BOZEMAN, MT. (BZN)	80.5	94.7	149	150	HARRISBURG, PA. (MDT)	77.5	88.2	587	587
BRISTOL, TN. (TRI)	81.1	88.9	90	90	HARTFORD, CT./SPGFLD, MA. (BDL)	80.1	87.1	3,052	3,050
BUFFALO, N.Y. (BUF)	73.2	81.4	1,569	1,565	HELENA, MT. (HLN)	84.4	91.1	90	90
BURBANK, CA. (BUR)	77.2	81.5	2,292	2,292	HONOLULU, OAHU, HI. (HNL)	78.0	89.2	939	939
BURLINGTON, VT. (BTV)	65.0	78.0	214	214	HOUSTON, TX. (HOU)	81.0	77.6	4,511	4,513
CEDAR RAPIDS/IOWA CTY, IA. (CID)	80.0	89.9	365	365	HOUSTON, TX. (IAH)	80.7	84.1	10,697	10,700
CHARLESTON, S.C. (CHS)	78.0	82.4	601	602	HUNTSVILLE/DECATUR, AL. (HSV)	76.1	86.4	464	464
CHARLESTON, W.V. (CRW)	78.9	85.6	90	90	INDIANAPOLIS, IN. (IND)	78.0	84.8	2,960	2,961
CHARLOTTE, N.C. (CLT)	80.9	82.8	11,049	11,049	INDIO/PALM SPRINGS, CA. (PSP)	77.6	82.2	174	174
CHATTANOOGA, TN. (CHA)	82.2	92.2	90	90	ISLIP/LONG IS., N.Y. (ISP)	89.0	90.2	833	833
CHICAGO, IL. (MDW)	82.5	78.6	4,223	4,224	ITHACA, N.Y. (ITH)	86.7	91.7	120	120
CHICAGO, IL. (ORD)	74.0	76.2	24,124	24,104	JACKSON/VICKSBURG, MS. (JAN)	84.2	88.3	721	728
CINCINNATI, OH. (CVG)	83.7	85.4	5,904	5,899	JACKSON, WY. (JAC)	72.2	90.7	97	97
CLEVELAND, OH. (CLE)	80.1	85.2	4,363	4,372	JACKSONVILLE, FL. (JAX)	78.2	83.1	2,045	2,045
COLORADO SPRINGS, CO. (COS)	77.6	88.4	952	956	JUNEAU, AK. (JNU)	74.0	78.0	408	409
COLUMBIA, S.C. (CAE)	82.6	82.8	408	408	KAHULUI, MAUI, HI. (OGG)	81.4	90.0	279	279
COLUMBUS, OH. (CMH)	79.2	86.0	2,986	2,983	KALAMAZOO, MI. (AZO)	78.1	93.9	32	33
CORDOVA, AK. (CDV)	61.7	80.0	60	60	KALISPELL, MT. (FCA)	81.2	90.7	149	150
CORPUS CHRISTI, TX. (CRP)	73.7	85.8	247	247	KANSAS CITY, MO. (MCI)	81.0	86.7	5,052	5,055
DALLAS/FT. WORTH, TX. (DAL)	81.0	77.4	4,023	4,019	KETCHIKAN, AK. (KTN)	79.3	82.0	227	228
DALLAS/FT. WORTH, TX. (DFW)	84.6	84.5	20,113	20,112	KING SALMON, AK. (AKN)	85.3	82.4	34	34
DAYTON, OH. (DAY)	75.5	86.4	894	895	KNOXVILLE, TN. (TYS)	80.9	86.1	607	604
DAYTONA BEACH, FL. (DAB)	80.7	86.0	150	150	KODIAK, AK. (ADQ)	73.3	70.0	60	60
DEADHORSE, AK. (SCC)	70.0	73.3	30	30	KONA, HAWAII, HI. (KOA)	80.8	89.2	120	120
DENVER, CO. (DEN)	78.4	79.5	11,242	11,233	KOTZEBUE, AK. (OTZ)	74.0	63.0	73	73
DES MOINES, IA. (DSM)	82.4	89.2	563	565	LA CROSSE, WI. (LSE)	76.0	96.2	25	26
DETROIT, MI. (DTW)	83.0	80.2	12,501	12,500	LANSING, MI. (LAN)	81.8	94.1	220	220
DILLINGHAM, AK. (DLG)	82.4	76.5	34	34	LAS VEGAS, NV. (LAS)	79.4	79.2	11,292	11,286
DULUTH, MN. (DLH)	82.1	86.9	84	84	LEXINGTON/FRKFT, KY. (LEX)	76.5	87.0	293	292
DUTCH HARBOR, AK. (DUT)	65.0	61.7	60	60	LIHUE, KAUAI, HI. (LIH)	89.7	97.4	39	39
EL PASO, TX. (ELP)	81.1	86.8	1,933	1,936	LINCOLN, NE. (LNK)	75.4	84.5	232	232
ELMIRA, N.Y. (ELM)	84.0	94.1	119	119	LITTLE ROCK, AR. (LIT)	82.8	87.1	1,113	1,113

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TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LONG BEACH, CA. (LGB)	81.5	90.0	270	271
LOS ANGELES, CA. (LAX)	73.5	78.9	17,569	17,568
LOUISVILLE, KY. (SDF)	81.8	87.6	1,806	1,801
LUBBOCK, TX. (LBB)	79.8	83.0	466	466
MADISON, WI. (MSN)	76.1	87.0	284	284
MANCHESTER, N.H. (MHT)	79.7	83.4	1,128	1,125
MEDFORD, OR. (MFR)	80.8	75.2	125	125
MELBOURNE, FL. (MLB)	75.0	80.2	116	116
MEMPHIS, TN. (MEM)	87.4	87.2	4,554	4,548
MIAMI, FL. (MIA)	75.2	80.8	5,347	5,350
MIDLAND/ODESSA, TX. (MAF)	78.9	88.9	431	433
MILWAUKEE, WI. (MKE)	78.1	88.9	1,249	1,248
MINNEAPOLIS, MN. (MSP)	85.0	84.3	11,846	11,836
MINOT, N.D. (MIB)	84.6	91.0	78	78
MINOT, N.D. (MOT)	100.0	100.0	11	12
MISSION/CALLEN, TX. (MFE)	87.1	93.1	287	288
MISSOULA, MT. (MSO)	87.3	92.7	150	150
MOBILE, AL./PASCAGOULA, MS. (MOB)	76.9	77.4	347	349
MOINE, IL. (MLI)	86.5	93.0	170	171
MONROE, LA. (MLU)	79.0	86.9	176	176
MONTGOMERY, AL. (MGW)	73.0	80.9	89	89
MORTLE BEACH, S.C. (MYR)	78.8	87.5	255	255
NASHVILLE, TN. (BNA)	83.8	86.4	4,771	4,770
NEW ORLEANS, LA. (MSY)	81.5	87.1	4,273	4,272
NEW YORK, N.Y. (JFK)	77.0	83.5	3,815	3,811
NEW YORK, N.Y. (LGA)	43.0	66.5	8,997	9,001
NEWARK, N.J. (EWR)	75.0	81.6	10,031	10,027
NEWBURGH, N.Y. (SWF)	77.5	83.3	120	120
NORFOLK/V.A. BEACH, VA. (ORF)	53.2	59.7	77	77
NORFOLK/V.A. BEACH, VA. (OKC)	76.6	85.2	1,306	1,306
OKLAHOMA CITY, OK. (OKC)	80.5	87.7	1,581	1,583
OMAHA, NE. (OMA)	80.2	86.8	1,444	1,443
ONTARIO, CA. (ONT)	80.9	84.7	3,000	2,974
ORANGE COUNTY, CA. (SNA)	79.8	84.9	3,470	3,477
ORLANDO, FL. (MCO)	78.6	84.5	8,046	8,045
PASCO, WA. (PSC)	92.4	94.1	118	118
PENSACOLA, FL. (PNS)	78.5	81.7	466	464
PEORIA, IL. (PIA)	66.7	70.0	60	60
PETERSBURG, AK. (PSG)	71.2	76.9	10,121	10,122
PHILADELPHIA, PA. (PHL)	81.3	79.8	15,314	15,314
PHOENIX, AZ. (PHX)	79.6	82.9	8,848	8,846
PITTSBURGH, PA. (PIT)	75.5	84.0	563	562
PORTLAND, ME. (PWM)	82.0	85.7	4,682	4,683
PORTLAND, OR. (PDX)	79.8	86.5	2,226	2,225
PROVIDENCE, R.I. (PVD)	78.7	85.9	2,877	2,880
RALEIGH/DURHAM, N.C. (RDU)	89.3	96.7	122	122
RAPID CITY, S.D. (RAP)	81.0	82.2	2,204	2,204
RENO, NV. (RNO)	76.6	82.1	1,433	1,433
RICHMOND, VA. (RIC)	87.8	92.8	180	180
ROANOKE, VA. (ROA)	80.0	89.6	200	202
ROCHESTER, MN. (RST)	71.0	81.1	1,124	1,123
ROCHESTER, N.Y. (ROC)				
SACRAMENTO, CA. (SMF)	79.7	81.8	3,275	3,275
SAGINAW, MI. (MSB)	80.4	90.9	341	340
SALT LAKE CITY, UT. (SLC)	82.3	86.6	6,701	6,696
SAN ANTONIO, TX. (SAT)	81.8	87.9	3,187	3,185
SAN DIEGO, CA. (SAN)	79.5	83.6	5,939	5,962
SAN FRANCISCO, CA. (OAK)	80.6	79.0	4,776	4,775
SAN FRANCISCO, CA. (SFO)	70.6	79.0	10,886	10,886
SAN JOSE, CA. (SJC)	78.7	81.6	5,756	5,754
SAN JUAN, P.R. (SJU)	80.8	87.9	1,836	1,834
SANTA BARBARA, CA. (SBA)	74.8	74.5	159	161
SARASOTA/BRAD, FL. (SRQ)	74.1	86.3	336	336
SAVANNAH, GA. (SAV)	79.8	80.2	445	445
SCRANTON/WILKES-BARRE, PA. (AVP)	63.3	86.7	120	120
SEATTLE, WA. (SEA)	75.3	80.9	8,848	8,844
SHREVEPORT, LA. (SHV)	80.6	86.4	242	243
SIoux CITY, IA. (SUX)	88.9	90.9	54	55
SIoux FALLS, S.D. (FSD)	86.2	94.3	261	262
SITKA, AK. (SIT)	77.0	85.9	122	122
SOUTH BEND, IN. (SBN)	76.0	85.2	150	149
SPOKANE, WA. (GEG)	79.8	87.0	165	166
SPRINGFIELD, MO. (SGF)	86.1	92.2	165	166
ST. CROIX, V.I. (STX)	83.3	91.7	60	60
ST. LOUIS, MO. (STL)	85.2	85.3	13,687	13,676
ST. THOMAS, V.I. (STT)	83.5	94.0	164	166
SYRACUSE, N.Y. (SYR)	77.0	88.9	927	927
TALLAHASSEE, FL. (TLH)	79.3	75.8	179	178
TAMPA, FL. (TPA)	77.3	82.9	5,162	5,165
TOLEDO, OH. (TOL)	81.7	95.0	60	60
TRAVERSE CITY, MI. (TVC)	75.0	86.9	60	61
TUCSON, AZ. (TUS)	77.2	83.9	1,542	1,543
TULSA, OK. (TUL)	82.3	86.8	1,626	1,625
VALPARAISO, FL. (VPS)	87.5	92.5	120	120
WASHINGTON, D.C. (DCA)	80.2	89.0	7,160	7,168
WASHINGTON, D.C. (IAD)	76.5	77.5	4,749	4,754
WEST PALM BEACH, FL. (PBI)	74.2	81.0	1,722	1,720
WHITE PLAINS, N.Y. (HPN)	70.1	76.3	405	405
WICHITA, KS. (ICT)	82.1	91.4	575	573
WILMINGTON, N.C. (ILM)	68.9	90.0	180	180
WRANGELL, AK. (WRG)	66.7	76.7	60	60
YAKUTAT, AK. (YAK)	66.7	61.7	60	60

SEPTEMBER 2000

## AIR TRAVEL CONSUMER REPORT

TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS  
BY CARRIER

CARRIER A/ -----	AT 29 REPORTABLE AIRPORTS B/ -----				AT ALL REPORTED AIRPORTS C/ -----			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
UNITED S/	29	47551	1903	4.0	96	62268	2420	3.9
ALASKA S/	8	7085	232	3.3	36	12735	440	3.5
DELTA S/	29	52729	1539	2.9	111	73696	2008	2.7
AMERICAN S/	29	45869	1275	2.8	94	60667	1519	2.5
US AIRWAYS S/	25	44942	1140	2.5	89	62677	1522	2.4
AMERICA WEST S/	25	13605	286	2.1	52	17870	393	2.2
NORTHWEST S/	29	29550	715	2.4	114	44790	978	2.2
CONTINENTAL S/	28	23208	324	1.4	79	31366	434	1.4
TRANS WORLD S/	29	15804	141	0.9	76	21533	185	0.9
SOUTHWEST S/	14	27988	209	0.7	57	75495	466	0.6
T O T A L		308,331	7,764	2.5		463,097	10,365	2.2



**FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS) AND 8 (CANCELLATIONS)**

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 29 airports for which data must be reported. Data include all reported domestic flight operations to the 29 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 29 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

## APPENDIX

NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

### Airports Covered by the Rule

Atlanta. Hartsfield	ATL
Baltimore/Washington International	BWI
Boston. Logan International	BOS
Charlotte. Douglas	CLT
Chicago. O'Hare	ORD
Cincinnati. Greater Cincinnati	CVG
Dallas-Fort Worth International	DFW
Denver International	DEN
Detroit. Metro Wayne County	DTW
Houston. George Bush	IAH
Las Vegas. McCarran International	LAS
Los Angeles International	LAX
Miami International	MIA
Minneapolis-St. Paul International	MSP
Newark International	EWR
New York. JFK International	JFK
New York. LaGuardia	LGA
Orlando International	MCO
Philadelphia International	PHL
Phoenix. Sky Harbor International	PHX
Pittsburgh. Greater International	PIT
Portland International	PDX
St. Louis. Lambert	STL
Salt Lake City International	SLC
San Diego. Lindbergh Field	SAN
San Francisco International	SFO
Seattle-Tacoma International	SEA
Tampa. Tampa International	TPA
Washington. Reagan National	DCA

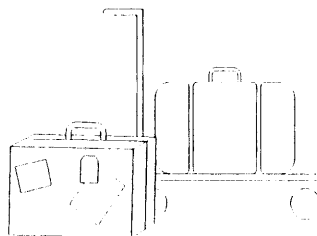
### Air Carriers Required to Report Data to DOT and to CRS Vendors

AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
CO	Continental Airlines
DL	Delta Air Lines
NW	Northwest Airlines
WN	Southwest Airlines
TW	Trans World Airlines
UA	United Airlines
US	US Airways



## **MISHANDLED BAGGAGE**

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. Like the data on flight delays in the previous section, as required by 14 C.F.R. 234 these baggage statistics are filed with the DOT's Bureau of Transportation Statistics (Office of Airline Information) on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues.



Office of Aviation Enforcement and Proceedings  
U.S. Department of Transportation

**SEPTEMBER**  
**MISHANDLED BAGGAGE REPORTS**  
**FILED BY PASSENGERS**  
**U.S. AIRLINES\***

<b>SEPTEMBER 2000</b>					<b>SEPTEMBER 1999</b>		
<b>RANK</b>	<b>AIRLINE</b>	<b>TOTAL BAGGAGE REPORTS</b>	<b>ENPLANED PASSENGERS</b>	<b>REPORTS PER 1,000 PASSENGERS</b>	<b>TOTAL BAGGAGE REPORTS</b>	<b>ENPLANED PASSENGERS</b>	<b>REPORTS PER 1,000 PASSENGERS</b>
1	ALASKA AIRLINES	2,438	926,155	2.63	2,911	979,948	2.97
2	DELTA AIR LINES	30,509	7,512,461	4.06	29,055	7,631,913	3.81
3	NORTHWEST AIRLINES	16,416	3,787,048	4.33	12,479	3,684,109	3.39
4	SOUTHWEST AIRLINES	25,280	5,816,018	4.35	17,313	5,196,989	3.33
5	AMERICAN AIRLINES	22,849	5,227,715	4.37	21,949	5,115,575	4.29
6	UNITED AIRLINES	25,478	5,479,666	4.65	32,444	6,347,883	5.11
7	AMERICA WEST AIRLINES	6,894	1,479,983	4.66	5,924	1,507,810	3.93
8	CONTINENTAL AIRLINES	13,181	2,792,192	4.72	9,344	2,819,386	3.31
9	TRANS WORLD AIRLINES	10,580	2,008,311	5.27	7,351	1,911,768	3.85
10	US AIRWAYS	26,835	4,605,662	5.83	17,339	3,964,160	4.37
	<b>TOTALS</b>	<b>180,460</b>	<b>39,635,211</b>	<b>4.55</b>	<b>156,109</b>	<b>39,159,541</b>	<b>3.99</b>

For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

**TOTAL BAGGAGE REPORTS**—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

**ENPLANED PASSENGERS**—For the domestic system only.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. The list of carriers appearing on this page is consistent with those carriers that appear in the "Flight Delays," "Oversales" and "Consumer Complaints" sections of the *Air Travel Consumer Report*.

Office of Aviation Enforcement and Proceedings  
U.S. Department of Transportation

**JANUARY-SEPTEMBER**  
**MISHANDLED BAGGAGE REPORTS**  
**FILED BY PASSENGERS**  
**U.S. AIRLINES\***

JANUARY-SEPTEMBER 2000					JANUARY-SEPTEMBER 1999		
RANK	AIRLINE	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	31,592	9,003,750	3.51	55,678	9,170,016	6.07
2	DELTA AIR LINES	330,221	77,308,664	4.27	341,417	74,928,062	4.56
3	SOUTHWEST AIRLINES	243,766	54,066,715	4.51	203,720	48,498,131	4.20
4	US AIRWAYS	203,132	42,471,549	4.78	216,120	40,800,005	5.30
5	NORTHWEST AIRLINES	181,408	36,881,513	4.92	173,366	35,034,193	4.95
6	CONTINENTAL AIRLINES	143,861	27,597,353	5.21	125,749	27,104,457	4.64
7	AMERICAN AIRLINES	283,275	53,443,002	5.30	252,585	47,313,461	5.34
8	TRANS WORLD AIRLINES	110,572	19,548,814	5.66	103,948	18,665,791	5.57
9	UNITED AIRLINES	379,900	56,389,061	6.74	424,774	58,217,087	7.30
10	AMERICA WEST AIRLINES	99,728	14,629,797	6.82	58,727	13,540,481	4.34
<b>TOTALS</b>		<b>2,007,455</b>	<b>391,340,218</b>	<b>5.13</b>	<b>1,956,084</b>	<b>373,271,684</b>	<b>5.24</b>

For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

**TOTAL BAGGAGE REPORTS**—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

**ENPLANED PASSENGERS**—For the domestic system only.

**Note:** Totals for January through September 2000 reflect a correction of the Continental Airlines data for each month, January through June.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. The list of carriers appearing on this page is consistent with those carriers that appear in the "Flight Delays," "Oversales" and "Consumer Complaints" sections of the *Air Travel Consumer Report*.

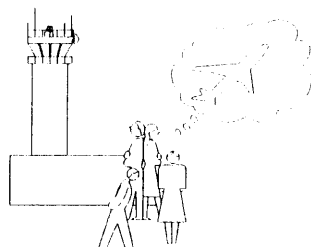
## **OVERSALES**

This section furnishes data on the number of passengers who hold confirmed reservations and are denied boarding ("bumped") from a flight because it is oversold. These figures include only passengers whose oversold flight departs without them; they do not include passengers affected by cancelled, delayed or diverted flights.

The report includes U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The requirement for reporting oversales data quarterly to the DOT's Bureau of Transportation Statistics (Office of Airline Information) is found in 14 C.F.R. 250.10.

These tables give information by carrier on the number of passengers bumped involuntarily and on the number who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boardings per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boardings include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the oversales rule. There are three exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in or reconfirmation procedures; and 3) aircraft of smaller capacity is substituted. Totals appear at the end of each table.

The enplanement figures that are used to calculate the involuntary denied boarding rate do not include "shuttle" service on which reservations are not offered, nor do they include inbound international service, since the rule does not apply to these flights.



Office of Aviation Enforcement and Proceedings  
U.S. Department of Transportation

**APRIL-JUNE**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES\***

RANK	AIRLINE	APRIL-JUNE 2000				APRIL-JUNE 1999			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>DELTA AIR LINES</b>	69,685	952	27,353,224	<b>0.35</b>	45,221	5,519	26,604,835	<b>2.07</b>
2	<b>AMERICAN AIRLINES</b>	53,675	888	20,443,165	<b>0.43</b>	64,664	717	18,585,625	<b>0.39</b>
3	<b>NORTHWEST AIRLINES</b>	33,650	996	13,888,081	<b>0.72</b>	21,893	170	13,178,128	<b>0.13</b>
4	<b>US AIRWAYS</b>	24,204	1,289	14,953,990	<b>0.86</b>	22,390	757	14,257,288	<b>0.53</b>
5	<b>AMERICA WEST AIRLINES</b>	15,027	724	5,311,373	<b>1.36</b>	12,115	541	4,794,724	<b>1.13</b>
6	<b>CONTINENTAL AIRLINES</b>	19,682	1,585	10,416,581	<b>1.52</b>	10,910	262	10,002,084	<b>0.26</b>
7	<b>ALASKA AIRLINES</b>	11,543	627	3,430,810	<b>1.83</b>	5,590	435	3,437,651	<b>1.27</b>
8	<b>UNITED AIRLINES</b>	35,714	4,106	20,681,091	<b>1.99</b>	22,435	818	20,072,997	<b>0.41</b>
9	<b>SOUTHWEST AIRLINES</b>	25,397	3,959	18,827,259	<b>2.10</b>	23,553	2,509	16,931,135	<b>1.48</b>
10	<b>TRANS WORLD AIRLINES</b>	22,749	2,144	6,694,510	<b>3.20</b>	22,110	180	6,601,625	<b>0.27</b>
	<b>TOTALS</b>	311,326	17,270	142,000,084	<b>1.22</b>	250,881	11,908	134,466,092	<b>0.89</b>

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. The list of carriers on this page is consistent with those carriers that appear in the "Flight Delays," " Mishandled Baggage" and "Consumer Complaints" sections of the *Air Travel Consumer Report*.

Office of Aviation Enforcement and Proceedings  
U.S. Department of Transportation

**JANUARY-JUNE**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES\***

RANK	AIRLINE	JANUARY-JUNE 2000				JANUARY-JUNE 1999			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>DELTA AIR LINES</b>	117,207	2,013	51,695,270	<b>0.39</b>	100,056	13,663	51,070,338	<b>2.68</b>
2	<b>NORTHWEST AIRLINES</b>	58,472	1,137	26,020,280	<b>0.44</b>	46,201	609	24,473,713	<b>0.25</b>
3	<b>AMERICAN AIRLINES</b>	120,973	1,990	39,020,739	<b>0.51</b>	134,877	1,565	35,165,292	<b>0.45</b>
4	<b>US AIRWAYS</b>	46,743	2,287	27,354,705	<b>0.84</b>	41,134	1,952	27,022,186	<b>0.72</b>
5	<b>CONTINENTAL AIRLINES</b>	35,290	2,434	19,995,375	<b>1.22</b>	33,039	549	19,293,628	<b>0.28</b>
6	<b>AMERICA WEST AIRLINES</b>	32,381	1,565	10,007,063	<b>1.56</b>	23,817	1,211	9,162,456	<b>1.32</b>
7	<b>ALASKA AIRLINES</b>	18,473	1,091	6,591,505	<b>1.66</b>	13,009	668	6,501,580	<b>1.03</b>
8	<b>UNITED AIRLINES</b>	65,910	7,112	39,298,620	<b>1.81</b>	63,496	2,960	38,410,775	<b>0.77</b>
9	<b>SOUTHWEST AIRLINES</b>	50,249	6,755	35,245,627	<b>1.92</b>	40,856	4,447	31,537,924	<b>1.41</b>
10	<b>TRANS WORLD AIRLINES</b>	28,078	2,561	12,442,030	<b>2.06</b>	36,994	1,589	12,111,950	<b>1.31</b>
	<b>TOTALS</b>	<b>573,776</b>	<b>28,945</b>	<b>267,671,214</b>	<b>1.08</b>	<b>533,479</b>	<b>29,213</b>	<b>254,749,842</b>	<b>1.15</b>

Note: Totals for January through June 2000 reflect a correction of the Continental Airlines data for the 1<sup>st</sup> quarter of 2000.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. The list of carriers on this page is consistent with those carriers that appear in the "Flight Delays," "Mishandled Baggage" and "Consumer Complaints" sections of the *Air Travel Consumer Report*.



## **CONSUMER COMPLAINTS**

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone, via e-mail, or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints, which are handled by the Federal Aviation Administration. An explanation of each section of the report appears below:

**Summary.** Table 1 gives the total number of complaints, and also breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

**Complaint Categories.** Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report. Note that beginning with the September 1999 report, disability complaints are listed as a separate category. Prior to September 1999, disability complaints were included in the Reservations/Ticketing/Boarding category. Also, effective with the September 1999 report, complaints about “smoking” and “credit,” which formerly were separate categories, are included in the “other” category. Effective with the October 2000 report, “animals” was added as a new category.

**U.S. Airlines.** Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

**Incident Date.** Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods. (Table 4 data are not included in YTD reports.)

**Companies Other Than U.S. Airlines.** Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc. Effective with the September 1999 report, complaints against “cargo companies” (formerly a separate grouping) are included with the “miscellaneous” grouping.

**Airline Rankings:** Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

Table 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	SEPTEMBER 2000				SEPTEMBER 1999			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,410	44	6	27	2,726	233	18	164
FOREIGN AIRLINES	142	1	0	2	276	1	1	5
TRAVEL AGENTS	15	0	0	0	9	0	0	0
TOUR OPERATORS	7	0	0	0	79	0	0	2
MISCELLANEOUS*	14	12	0	8	56	7	0	8
INDUSTRY TOTALS	1,588	57	6	37	3,146	241	19	179

\* EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, COMPLAINTS AGAINST "CARGO COMPANIES" (FORMERLY A SEPARATE GROUPING) ARE INCLUDED WITH THE "MISCELLANEOUS" GROUPING.

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	RANKING	SEPTEMBER 2000		RANKING	SEPTEMBER 1999	
		COMPLAINTS**	SUB CATEGORY		COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS	1	611		1	1,113	
CANCELLATIONS			220			360
DELAYS			217			464
MISCONNECTIONS			104			109
CUSTOMER SERVICE	2	306		2	802	
BAGGAGE	3	242		3	446	
RES/TKTG/BOARDING	4	123		4	202	
REFUNDS	5	90		5	178	
FARES	6	57		7	99	
OTHER	7	50		6	123	
FREQUENT FLYER			17			41
OVERSALES	8	48		8	97	
DISABILITY	9	47		9	44	
ADVERTISING	10	10		11	12	
TOURS OR CHARTERS	11	4		10	30	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,588			3,146	

NOTE: EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY. EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" WAS ADDED AS A NEW CATEGORY.

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U.S. AIRLINES  
BY COMPLAINT CATEGORY\*  
SEPTEMBER 2000

U.S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	TOURS	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	17	1	2	2	1	9	6	0	0	0	0	1	39
ALASKA AIRLINES	4	0	0	0	1	2	3	0	0	0	0	0	10
AMERICA WEST AIRLINES	30	1	7	2	3	11	12	0	0	0	0	2	68
AMERICAN AIRLINES	96	7	16	4	9	28	41	6	2	0	0	10	219
AMERICAN EAGLE	8	2	1	0	1	2	2	3	0	0	0	0	19
AMERICAN TRANS AIR	7	1	2	1	0	7	2	0	0	0	0	1	21
ATLANTIC SOUTHEAST AIRLINES	5	1	1	0	1	0	2	2	0	0	0	0	12
COMAIR	4	1	0	0	0	0	1	0	0	0	0	0	6
CONTINENTAL AIRLINES	38	3	10	3	5	16	23	1	0	0	0	3	102
DELTA AIR LINES	59	6	8	7	7	16	42	5	2	0	0	7	159
HORIZON AIRLINES	2	1	0	0	0	2	1	0	0	0	0	0	6
NORTHWEST AIRLINES	22	4	13	7	4	17	22	4	2	0	0	4	99
PRO AIR SERVICES	5	0	0	0	3	4	2	0	0	0	0	0	14
SOUTHWEST AIRLINES	4	2	1	0	1	3	8	0	2	0	0	1	22
SPIRIT AIRLINES	10	1	0	1	1	2	3	1	1	0	0	0	20
TOWER AIR	0	0	0	0	4	1	0	0	0	0	0	0	5
TRANS WORLD AIRLINES	13	5	6	3	3	6	13	4	0	0	0	1	54
UNITED AIRLINES	168	3	17	7	22	31	59	7	1	1	0	10	326
UNITED EXPRESS	2	0	0	0	1	0	3	0	0	0	0	0	6
US AIRWAYS	65	1	15	9	4	24	27	5	0	0	0	2	152
US AIRWAYS EXPRESS	4	0	0	0	0	1	0	0	0	0	0	0	5
VANGUARD AIRLINES	4	0	0	2	1	0	0	0	0	0	0	0	7
OTHER U.S. AIRLINES	16	4	1	0	2	9	5	0	0	0	0	2	39
<b>TOTAL SEPTEMBER 2000</b>	<b>583</b>	<b>44</b>	<b>100</b>	<b>48</b>	<b>74</b>	<b>191</b>	<b>277</b>	<b>38</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>44</b>	<b>1,410</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>41.6</b>	<b>3.1</b>	<b>7.1</b>	<b>3.4</b>	<b>5.3</b>	<b>13.6</b>	<b>19.7</b>	<b>2.7</b>	<b>0.7</b>	<b>0.1</b>	<b>0</b>	<b>3.1</b>	
<b>TOTAL SEPTEMBER 1999</b>	<b>1,043</b>	<b>84</b>	<b>176</b>	<b>84</b>	<b>111</b>	<b>359</b>	<b>716</b>	<b>39</b>	<b>9</b>	<b>3</b>	<b>0</b>	<b>102</b>	<b>2,726</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>38.3</b>	<b>3.1</b>	<b>6.5</b>	<b>3.1</b>	<b>4.1</b>	<b>13.2</b>	<b>26.3</b>	<b>1.4</b>	<b>0.3</b>	<b>0.1</b>	<b>0</b>	<b>3.7</b>	

\*EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY. EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" WAS ADDED AS A NEW CATEGORY.

\*\*AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES'.

Table 4

AIR TRAVEL CONSUMER REPORT									
COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE									
SEPTEMBER 2000									
U.S. AIRLINES*	COMPS RECD IN SEPT.	INCI- DENTS IN SEPT.	PERCENT	INCI- DENTS IN AUG.	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	39	8	20.5	10	25.6	6	15.4	15	38.5
ALASKA AIRLINES	10	0	0.0	5	50.0	3	30.0	2	20.0
AMERICA WEST AIRLINES	68	7	10.3	21	30.9	23	33.8	17	25.0
AMERICAN AIRLINES	219	45	20.5	48	21.9	73	33.3	53	24.2
AMERICAN EAGLE	19	6	31.6	9	47.4	3	15.8	1	5.3
AMERICAN TRANS AIR	21	5	23.8	4	19.0	6	28.6	6	28.6
ATLANTIC SOUTHEAST AIRLINES	12	1	8.3	1	8.3	3	25.0	7	58.3
COMAIR	6	2	33.3	3	50.0	1	16.7	0	0.0
CONTINENTAL AIRLINES	102	19	18.6	27	26.5	34	33.3	22	21.6
DELTA AIR LINES	159	31	19.5	44	27.7	48	30.2	36	22.6
HORIZON AIRLINES	6	0	0.0	0	0.0	2	33.3	4	66.7
NORTHWEST AIRLINES	99	22	22.2	20	20.2	29	29.3	28	28.3
PRO AIR SERVICES	14	10	71.4	1	7.1	1	7.1	2	14.3
SOUTHWEST AIRLINES	22	7	31.8	4	18.2	3	13.6	8	36.4
SPIRIT AIRLINES	20	5	25.0	1	5.0	4	20.0	10	50.0
TOWER AIR	5	1	20.0	0	0.0	1	20.0	3	60.0
TRANS WORLD AIRLINES	54	6	11.1	16	29.6	18	33.3	14	25.9
UNITED AIRLINES	326	66	20.2	63	19.3	135	41.4	62	19.0
UNITED EXPRESS	6	1	16.7	1	16.7	1	16.7	3	50.0
US AIRWAYS	152	23	15.1	51	33.6	39	25.7	39	25.7
US AIRWAYS EXPRESS	5	1	20.0	3	60.0	1	20.0	0	0.0
VANGUARD AIRLINES	7	3	42.9	0	0.0	3	42.9	1	14.3
OTHER U.S. AIRLINES	39	5	12.8	5	12.8	14	35.9	15	38.5
<b>TOTALS</b>	<b>1,410</b>	<b>274</b>	<b>19.4</b>	<b>337</b>	<b>23.9</b>	<b>451</b>	<b>32.0</b>	<b>348</b>	<b>24.7</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>2,726</b>	<b>322</b>	<b>11.8</b>	<b>924</b>	<b>33.9</b>	<b>1,337</b>	<b>49.0</b>	<b>143</b>	<b>5.2</b>

\*AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES'.

Table 5

AIR TRAVEL CONSUMER REPORT  
COMPANIES OTHER THAN U.S. AIRLINES\*  
BY COMPLAINT CATEGORY\*\*

SEPTEMBER 2000

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR AFRIQUE	1	0	0	0	1	3	1	0	0	0	0	0	6
AIR CANADA	2	0	2	1	1	3	4	0	0	0	0	0	13
AIR FRANCE	1	0	1	1	1	6	1	1	0	0	0	0	12
AIR JAMAICA	4	0	0	0	1	1	1	1	0	0	0	0	8
ALITALIA AIRLINES	1	0	0	0	2	2	0	1	0	1	0	1	8
BRITISH AIRWAYS	1	1	0	1	0	4	3	0	0	0	0	0	10
MEXICANA	1	1	0	0	0	2	0	0	0	0	0	1	5
SABENA	2	0	0	0	0	4	0	1	0	0	0	0	7
OTHER FOREIGN AIRLINES	10	2	12	1	7	21	13	3	0	1	0	3	73
TOTALS	23	4	15	4	13	46	23	7	0	2	0	5	142
<b><u>TRAVEL AGENTS</u></b>													
PRICELINE.COM	0	0	2	4	0	0	1	0	0	0	0	0	7
OTHER TRAVEL AGENTS	2	0	4	0	1	0	1	0	0	0	0	0	8
TOTALS	2	0	6	4	1	0	2	0	0	0	0	0	15
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	1	0	2	0	1	1	1	0	0	1	0	0	7
TOTALS	1	0	2	0	1	1	1	0	0	1	0	0	7
<b><u>MISCELLANEOUS ***</u></b>													
OTHER MISCELLANEOUS	2	0	0	1	1	4	3	2	0	0	0	1	14
TOTALS	2	0	0	1	1	4	3	2	0	0	0	1	14

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER "OTHER FOREIGN AIRLINES," "OTHER TOUR OPERATORS," ETC.

\*\* EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY. EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" WAS ADDED AS A NEW CATEGORY.

\*\*\* EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, COMPLAINTS AGAINST "CARGO COMPANIES" (FORMERLY A SEPARATE GROUPING) ARE INCLUDED WITH THE "MISCELLANEOUS" GROUPING.

Office of Aviation Enforcement and Proceedings  
U.S. Department of Transportation

TABLE 6

**SEPTEMBER**  
**CONSUMER COMPLAINTS: RANKINGS**  
**U.S. AIRLINES \***

Rank	Airline	SEPTEMBER 2000			SEPTEMBER 1999		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	22	5,832,608	0.38	45	5,215,307	0.86
2	<b>ALASKA AIRLINES</b>	10	1,026,265	0.97	38	1,076,260	3.53
3	<b>DELTA AIR LINES</b>	159	7,888,640	2.02	290	8,027,196	3.61
4	<b>NORTHWEST AIRLINES</b>	99	4,705,059	2.10	276	4,542,699	6.08
5	<b>TRANS WORLD AIRLINES</b>	54	2,101,653	2.57	147	2,010,219	7.31
6	<b>CONTINENTAL AIRLINES</b>	102	3,532,259	2.89	239	3,476,713	6.87
7	<b>US AIRWAYS</b>	152	4,815,533	3.16	339	4,114,002	8.24
8	<b>AMERICAN AIRLINES</b>	219	6,654,356	3.29	392	6,517,832	6.01
9	<b>AMERICA WEST AIRLINES</b>	68	1,508,099	4.51	109	1,532,125	7.11
10	<b>UNITED AIRLINES</b>	326	6,478,617	5.03	385	7,193,749	5.35
	<b>TOTAL</b>	<b>1,211</b>	<b>44,543,089</b>	<b>2.72</b>	<b>2,260</b>	<b>43,706,102</b>	<b>5.17</b>

Note: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. The list of carriers appearing on this page is consistent with those carriers that appear in the "Flight Delays," "Mishandled Baggage" and "Oversales" sections of the *Air Travel Consumer Report*.

Table 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JANUARY TO SEPTEMBER 2000				JANUARY TO SEPTEMBER 1999			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	16,845	1,227	123	742	13,409	800	47	594
FOREIGN AIRLINES	1,583	16	12	19	1,198	14	3	19
TRAVEL AGENTS	153	1	0	0	37	0	0	2
TOUR OPERATORS	106	3	0	4	698	2	0	5
MISCELLANEOUS*	406	302	3	87	331	68	0	77
INDUSTRY TOTALS	19,093	1,549	138	852	15,673	884	50	697

\* EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, COMPLAINTS AGAINST "CARGO COMPANIES" (FORMERLY A SEPARATE GROUPING) ARE INCLUDED WITH THE "MISCELLANEOUS" GROUPING.



Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY TO SEPTEMBER 2000			JANUARY TO SEPTEMBER 1999		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS	1	7,650		1	5,567	
CANCELLATIONS			2,832			1,973
DELAYS			2,595			2,048
MISCONNECTIONS			952			628
CUSTOMER SERVICE	2	3,775		2	3,094	
BAGGAGE	3	2,792		3	2,156	
RES/TKTG/BOARDING	4	1,312		4	1,279	
REFUNDS	5	858		5	1,073	
OVERSALES	6	755		7	618	
FARES	7	693		8	488	
OTHER	8	630		6	699	
FREQUENT FLYER			303			311
DISABILITY	9	518		9	394	
TOURS OR CHARTERS	10	62		10	242	
ADVERTISING	11	48		11	63	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		19,093			15,673	

NOTE: EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY. EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" WAS ADDED AS A NEW CATEGORY.

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.  
 \*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U.S. AIRLINES  
BY COMPLAINT CATEGORY\*  
JANUARY TO SEPTEMBER 2000

U.S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	6	1	1	0	0	2	1	0	0	0	0	1	12
AIRTRAN AIRWAYS	226	34	28	9	19	53	83	3	0	1	0	12	468
ALASKA AIRLINES	86	6	11	11	11	35	55	7	1	1	0	7	231
ALOHA AIRLINES	1	0	2	0	0	4	3	0	1	0	0	0	11
AMERICA WEST AIRLINES	638	72	67	21	37	142	231	26	0	0	0	28	1,262
AMERICAN AIRLINES	1,055	93	163	86	99	383	515	63	5	4	0	87	2,553
AMERICAN EAGLE	132	18	12	2	9	29	57	7	0	0	0	6	272
AMERICAN TRANS AIR	142	12	15	8	4	45	58	4	0	1	0	4	293
ATLANTIC SOUTHEAST AIRLINES	58	8	2	0	2	12	21	2	0	0	0	3	108
CHAMPION AIR	13	0	0	0	0	4	2	0	0	0	0	3	22
COMAIR	49	11	2	0	2	8	17	2	0	0	0	1	92
CONTINENTAL AIRLINES	342	54	95	37	33	169	262	31	1	1	0	35	1,060
CONTINENTAL EXPRESS	20	2	2	1	0	0	9	0	0	0	0	1	35
DELTA AIR LINES	618	56	127	100	48	243	370	66	5	0	0	79	1,712
DELTA CONNECTION	36	4	5	2	2	5	6	1	1	0	0	1	63
EASTWIND AIRLINES	4	2	1	0	17	0	0	0	0	0	0	0	24
FRONTIER AIRLINES	14	3	12	3	6	10	12	2	0	0	0	0	62
GREAT LAKES AVIATION	9	1	0	0	1	0	2	0	0	0	0	0	13
HAWAIIAN AIRLINES	23	5	3	1	5	12	20	0	0	0	0	6	75
HORIZON AIRLINES	27	5	3	0	0	8	10	0	0	0	0	2	55
KIWI AIRLINES	1	0	0	0	9	1	0	0	0	0	0	0	11
MESA AIRLINES	4	1	0	0	0	0	7	0	0	0	0	0	12
MESABA AVIATION	9	1	0	0	1	1	3	0	0	0	0	1	16
METROJET	10	0	0	0	0	1	2	1	0	0	0	0	14
MIDWAY AIRLINES	21	4	9	1	3	24	8	3	0	0	0	0	73
MIDWEST EXPRESS AIRLINES	14	0	2	3	2	1	1	0	0	0	0	0	23
NATIONAL AIRLINES	14	0	4	2	5	9	8	0	0	0	0	1	43
NORTHWEST AIRLINES	432	45	102	58	43	179	266	53	4	0	0	41	1,223
PRO AIR SERVICES	61	0	0	0	11	14	9	1	1	0	0	0	97
RYAN INTERNATIONAL AIRLINES	10	0	3	0	1	2	2	0	0	0	0	2	20
SHUTTLE AMERICA	5	0	0	0	0	1	2	2	0	0	0	1	11
SOUTHWEST AIRLINES	62	12	26	10	9	54	82	14	5	0	0	8	282
SPIRIT AIRLINES	86	7	13	6	10	16	27	3	1	0	0	6	175
SUN COUNTRY AIRLINES	11	0	0	0	0	4	6	0	1	0	0	2	24
TOWER AIR	101	6	7	3	70	26	36	0	0	2	0	4	255
TRANS STATES AIRLINES	18	7	1	0	3	12	8	0	0	0	0	1	50
TRANS WORLD AIRLINES	164	64	74	30	33	88	179	33	0	0	0	40	705
TRANS WORLD EXPRESS	18	2	1	0	0	2	4	0	0	0	0	1	28
UNITED AIRLINES	1,927	91	181	81	93	445	719	85	8	4	0	117	3,751
UNITED EXPRESS	68	3	6	2	4	11	19	5	0	0	0	2	120
US AIRWAYS	575	12	85	73	24	143	225	51	2	1	0	26	1,217

\*EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY. EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" WAS ADDED AS A NEW CATEGORY.

\*\*AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER "OTHER U.S. AIRLINES".

Table 3 (CONT.)

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U.S. AIRLINES  
BY COMPLAINT CATEGORY\*  
JANUARY TO SEPTEMBER 2000

U.S. AIRLINES** (CONT.)	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
US AIRWAYS EXPRESS	41	2	3	1	0	5	6	1	0	0	0	4	63
VANGUARD AIRLINES	40	4	3	5	8	8	12	1	1	0	0	1	83
OTHER U.S. AIRLINES	43	6	9	1	19	18	21	4	0	3	0	2	126
TOTALS JAN.-SEPT. 2000	7,234	654	1,080	557	643	2,229	3,386	471	37	18	0	536	16,845
% OF TOTAL COMPLAINTS	43.2	3.9	6.4	3.3	3.8	13.3	20.2	2.8	0.2	0.1	0	3.2	
TOTALS JAN.-SEPT. 1999	5,057	536	1,103	416	748	1,783	2,752	349	49	27	0	589	13,409
% OF TOTAL COMPLAINTS	37.7	4	8.2	3.1	5.6	13.3	20.5	2.6	0.4	0.2	0	4.4	

\*EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY. EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" WAS ADDED AS A NEW CATEGORY.

\*\*AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER "OTHER U.S. AIRLINES".

Table 4

AIR TRAVEL CONSUMER REPORT  
COMPANIES OTHER THAN U.S. AIRLINES\*  
BY COMPLAINT CATEGORY\*\*

JANUARY TO SEPTEMBER 2000

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	1	1	1	0	0	5	2	1	0	0	0	0	11
AEROMEXICO	2	1	2	2	3	5	5	1	0	0	0	1	22
AIR AFRIQUE	1	0	1	0	2	12	3	0	0	0	0	0	19
AIR ARUBA	10	2	3	0	0	10	2	1	0	0	0	0	28
AIR CANADA	33	3	13	3	11	25	18	2	0	0	0	3	111
AIR FRANCE	35	9	16	3	13	63	30	4	0	1	0	5	179
AIR INDIA	0	2	4	1	2	6	1	0	0	0	0	1	17
AIR JAMAICA	8	5	0	1	1	6	7	1	0	0	0	0	29
AIR NEW ZEALAND	0	0	1	0	0	6	4	0	0	0	0	1	12
ALITALIA AIRLINES	10	10	8	3	7	26	13	3	0	2	0	2	84
ALLEGRO AIRLINES	27	0	0	0	1	11	9	0	0	2	0	5	55
ALM	7	0	1	0	2	2	3	0	0	0	0	0	15
BRITISH AIRWAYS	35	5	13	7	8	54	34	9	1	0	0	9	175
CATHAY PACIFIC AIRWAYS	4	1	0	2	2	5	2	0	0	0	0	0	16
CHINA AIRLINES	2	0	2	0	1	1	3	0	0	1	0	0	10
EL AL	0	2	4	0	1	7	5	1	0	0	0	1	21
GULF AIR	1	0	3	0	0	6	0	0	0	0	0	0	10
GUYANA AIRWAYS	2	0	0	0	1	9	1	0	0	0	0	0	13
IBERIA AIRLINES	5	0	0	0	0	12	5	0	1	0	0	3	26
KLM	16	5	9	0	2	32	13	1	0	0	0	3	81
LACSA	2	4	3	0	3	15	2	0	0	0	0	0	29
LUFTHANSA	10	6	4	0	2	18	28	1	0	1	0	3	73
MEXICANA	6	6	4	1	4	13	5	0	0	0	0	1	40
OLYMPIC AIRWAYS	1	0	3	0	2	0	2	1	0	0	0	3	12
PHILIPPINE AIRLINES	1	1	0	0	2	2	2	1	0	0	0	1	10
ROYAL AIR MAROC	5	1	0	0	2	3	3	0	0	0	0	1	15
ROYAL JORDANIAN AIRLINES	0	1	2	0	1	4	1	0	0	0	0	1	10
SABENA	3	3	2	4	0	21	7	1	0	0	0	1	42
SAS	0	2	1	0	0	5	3	0	0	0	0	1	12
SINGAPORE AIRLINES	0	0	1	0	1	3	4	1	0	0	0	1	11

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

\*\* EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY. EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" IS ADDED AS A NEW CATEGORY.

\*\*\* EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, COMPLAINTS AGAINST "CARGO COMPANIES" (FORMERLY A SEPARATE GROUPING) ARE INCLUDED WITH THE "MISCELLANEOUS" GROUPING.

Table 4 (CONT.)

AIR TRAVEL CONSUMER REPORT  
COMPANIES OTHER THAN U.S. AIRLINES\*  
BY COMPLAINT CATEGORY\*\*  
JANUARY TO SEPTEMBER 2000

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
<b>FOREIGN AIRLINES (CONT.)</b>													
SKYSERVICE	4	0	1	0	1	4	6	0	0	1	0	2	19
SOUTH AFRICAN AIRWAYS	0	1	1	1	0	1	3	2	0	0	0	1	10
SWISSAIR	4	3	4	1	4	10	8	1	0	0	0	2	37
TACA INTERNATIONAL AIRLINES	2	6	3	1	2	15	3	0	0	0	0	2	34
TAESA	4	0	1	0	27	0	2	0	0	0	0	0	34
VIRGIN ATLANTIC	2	2	5	3	4	2	6	1	1	0	0	1	27
OTHER FOREIGN AIRLINES	42	11	19	8	22	74	42	2	1	2	0	11	234
<b>TOTALS</b>	<b>285</b>	<b>93</b>	<b>135</b>	<b>41</b>	<b>134</b>	<b>493</b>	<b>287</b>	<b>35</b>	<b>4</b>	<b>10</b>	<b>0</b>	<b>66</b>	<b>1,583</b>
<b>TRAVEL AGENTS</b>													
CHEAP TICKETS	3	0	13	4	7	0	2	0	0	0	0	1	30
PRICELINE.COM	2	0	15	28	8	0	2	0	2	0	0	0	57
OTHER TRAVEL AGENTS	7	2	24	11	11	0	6	1	2	1	0	1	66
<b>TOTALS</b>	<b>12</b>	<b>2</b>	<b>52</b>	<b>43</b>	<b>26</b>	<b>0</b>	<b>10</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>153</b>
<b>TOUR OPERATORS</b>													
APPLE VACATIONS	7	0	0	0	0	3	2	0	0	3	0	1	16
FUN JET INCORPORATED	6	0	0	0	0	2	1	0	0	1	0	0	10
SUNJET INT'L SALES	1	0	0	0	21	1	0	0	0	3	0	0	26
TRADE WIND TOURS	9	0	0	0	0	1	0	0	0	4	0	0	14
OTHER TOUR OPERATORS	7	1	7	0	5	0	7	1	0	12	0	0	40
<b>TOTALS</b>	<b>30</b>	<b>1</b>	<b>7</b>	<b>0</b>	<b>26</b>	<b>7</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>23</b>	<b>0</b>	<b>1</b>	<b>106</b>
<b>MISCELLANEOUS ***</b>													
OTHER MISCELLANEOUS	89	5	38	52	29	63	82	10	3	10	0	25	406
<b>TOTALS</b>	<b>89</b>	<b>5</b>	<b>38</b>	<b>52</b>	<b>29</b>	<b>63</b>	<b>82</b>	<b>10</b>	<b>3</b>	<b>10</b>	<b>0</b>	<b>25</b>	<b>406</b>

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\*\* EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY. EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" IS ADDED AS A NEW CATEGORY.

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Office of Aviation Enforcement and Proceedings  
U.S. Department of Transportation

TABLE 5

**JANUARY-SEPTEMBER**  
**CONSUMER COMPLAINTS: RANKINGS**

**U.S. AIRLINES \***

Rank	Airline	JANUARY-SEPTEMBER 2000			JANUARY-SEPTEMBER 1999		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	282	54,174,620	<b>0.52</b>	197	48,650,748	<b>0.40</b>
2	<b>DELTA AIR LINES</b>	1,712	80,686,964	<b>2.12</b>	1,459	79,735,076	<b>1.83</b>
3	<b>ALASKA AIRLINES</b>	231	10,254,899	<b>2.25</b>	168	10,324,186	<b>1.63</b>
4	<b>NORTHWEST AIRLINES</b>	1,223	44,760,838	<b>2.73</b>	1,316	42,304,812	<b>3.11</b>
5	<b>US AIRWAYS</b>	1,217	44,212,690	<b>2.75</b>	1,391	41,797,690	<b>3.33</b>
6	<b>CONTINENTAL AIRLINES</b>	1,060	34,303,799	<b>3.09</b>	855	33,002,827	<b>2.59</b>
7	<b>TRANS WORLD AIRLINES</b>	705	20,304,800	<b>3.47</b>	696	19,513,305	<b>3.57</b>
8	<b>AMERICAN AIRLINES</b>	2,553	65,910,421	<b>3.87</b>	2,200	60,546,017	<b>3.63</b>
9	<b>UNITED AIRLINES</b>	3,751	64,011,986	<b>5.86</b>	1,764	65,621,067	<b>2.69</b>
10	<b>AMERICA WEST AIRLINES</b>	1,262	15,014,016	<b>8.41</b>	432	13,882,420	<b>3.11</b>
	<b>TOTAL</b>	<b>13,996</b>	<b>433,635,033</b>	<b>3.23</b>	<b>10,478</b>	<b>415,378,148</b>	<b>2.52</b>

Note: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. The list of carriers appearing on this page is consistent with those carriers that appear in the "Flight Delays," "Mishandled Baggage" and "Oversales" sections of the *Air Travel Consumer Report*.

### **COMPLAINT CATEGORIES\***

**Flight Problems:** Cancellations, delays, or any other deviations from schedule, whether planned or unplanned.

**Oversales:** All bumping problems, whether or not the airline complied with DOT oversale regulations.

**Reservations, Ticketing, Boarding:** Airline or travel agent mistakes in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets. Problems boarding the aircraft (except oversales).

**Fares:** Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

**Refunds:** Problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies.

**Baggage:** Claims for lost, damaged or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claims procedures.

**Customer Service:** Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers.

**Disability:** Civil rights complaints by air travelers with disabilities.

**Advertising:** Advertising that is unfair, misleading or offensive to consumers.

**Tours:** Problems with scheduled or charter tour packages.

**Animals:** Loss, injury or death of an animal during air transport provided by an air carrier.

**Other:** Frequent flyer, smoking, credit, cargo problems, security, airport facilities, claims for bodily injury, and others not classified above.

**\*Note:** Effective with the September 1999 report, complaints about “smoking” and “credit,” which formerly were separate categories, are included in the “other” category. Effective with the October 2000 report, “animals” was added as a new category.

